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RECEIPT

January 27, 2003

RECEIVED - FCC

Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

JAN 27 2003

Federal Communication Commission
Bureau / Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for December 2002. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1 and 2 through the November 2002 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

In a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May" followed by a stylized initial or mark.

Attachment

Without Confidential Enclosures

cc: Mark Stone (Without Confidential Enclosures)
Ellen Becker (With Confidential Enclosures)
Whitey Thayer (With Confidential Enclosures)
Mark Stephens (With Confidential Enclosures)

December 2002**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

East States:**PO-1 OSS Response Time**

Product	Month(s)	Comment
Web GUI PO-1-01	December 22, 2002 – January 11, 2003	Wholesale CSR transactions were not captured in the PO-1-01 WEB GUI metric from December 22, 2002 through January 11, 2003.

MR-2 Trouble Report Rate**MR-3 Missed Repair Appointments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports****PR-6 Installation Quality**

Product	Month(s)	Comment
UNE Platform, UNE Loop, Retail POTS, Resale/Retail 2 Wire Digital, 2 Wire xDSL MR-2, MR-3, MR-4, MR-5, PR-6	July 2000 – June 2002	Issue previously documented in the July 25, 2002, October 25, 2002 and November 25, 2002 cover letters should have included Retail POTS as affected metrics for MR-2, MR-3, MR-4, MR-5 and Numerator PR-6.

PR-3 Completed within Specified Number of Days**PR-4 Missed Appointments****PR-6 Installation Quality**

Product	Month(s)	Comment
Resale, Retail POTS PR-3-08, PR-3-09, PR-4-02, PR-4-04, PR-4-05 Retail POTS Denominator PR-6-01 (MD)	July 2000 - December 2002	Non-designed Foreign Exchange orders were not included in the POTS count. Process will be corrected with the January 2003 data month.

West States:**PR-4 Missed Due Dates****PR-5 Facility Missed Orders****PR-6 Installation Quality**

Product	Month(s)	Comment
Trunks PR-4-01, PR-4-02, PR-5-03, PR-6-01	July 2000 – November 2002	Some trunks, other than Interconnection Trunks, were incorrectly included in the CLEC denominator. Process was corrected with the December 2002 data month.
Retail UNE Transport PR-4-01, PR-4-02, PR-5-03, PR-6-01	July 2000 – December 2002	Some End User orders were incorrectly included in ILEC data. Process will be corrected with the January 2003 data month.

MR-2 Trouble Report Rate

Product	Month(s)	Comment
Resale, Retail Specials MR-2-01	July 2000 – November 2002	Some Specials products such as linesharing and linesplitting were incorrectly included in the denominator. Process was corrected with the December 2002 data month